



## **Customer Support Manager**

**Health Information Technology Exchange of CT  
East Hartford, CT**

The Health Information Technology Exchange of Connecticut (HITE-CT) is seeking a Customer Support Manager. The qualified candidate will lead the growing organization's customer support and client management activities related to health information exchange and will be the primary point of contact for problem resolution. Responsibilities include receiving and answering questions from patients, providers, and other stakeholders; working with vendors on customer issues, trouble reports, and inquiries, and preparing and distributing materials, briefings, and brochures. The Customer Support Manager will provide training and education, as appropriate, including the use of social media, webinars, and other technologies; track customer calls using appropriate help desk software; create a knowledge base for self-help; and lead process improvement efforts to ensure HITE-CT offers our customers the best service available. The CS Manager will also manage office correspondence, receive visitors, and support the CEO, CTO, and the HITE-CT team, as required.

**Minimum Requirements:** Bachelor's degree in related field; 3+ years of IT customer service and help desk experience; demonstrated ability to deliver training using different technologies; working knowledge of social media; must have strong written and verbal communication skills, as well as a demonstrated ability to build positive relations with customers and stakeholders.

**Preferred Requirements:** Master's Degree in related field; 3-5 years healthcare IT customer service management or healthcare technology experience; supervisory experience.

This position will remain open until filled.

The Health Information Technology Exchange of Connecticut is an Equal Employment Opportunity/Affirmative Action Employer. All positions are designed as security-sensitive positions and are subject to background checks prior to employment.

Please apply for this position by submitting your resume via [www.indeed.com](http://www.indeed.com) (Search HITE-CT)